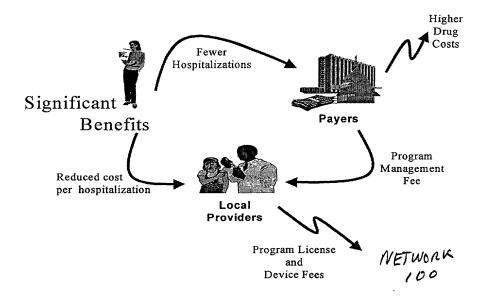
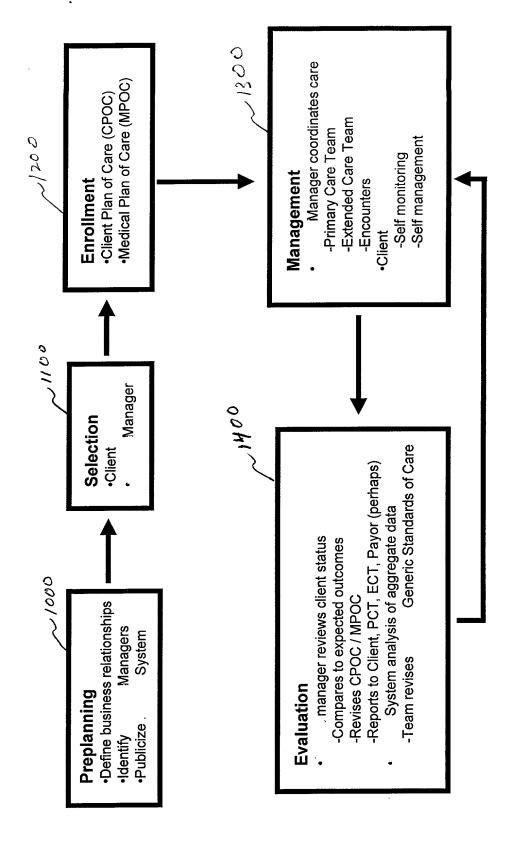


F16.1

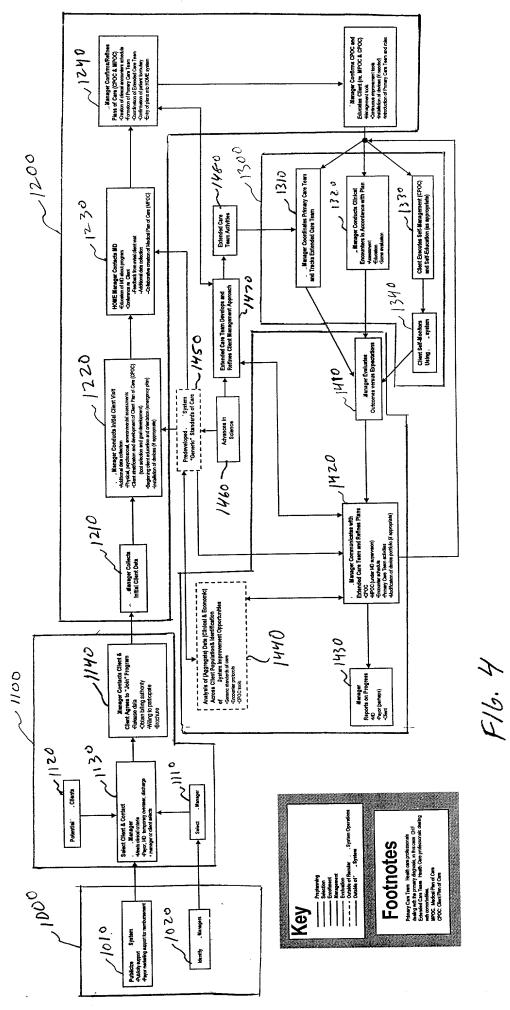
## How the Money Flows Around the NETWORK



F16.2



PCT: Primary Care Team (concerned with primary diagnosis, I. e. CHF) ECT: Extended Care Team (concerned with other medical conditions)



Г	T	_		I
	System			
	Extended Care	Team		
Roles & Responsibilities	Primary Care	Team		
Roles &	Manager			
	Payor			Receives information regarding the program and negotiates with regional customer.
	Physician			
	Client			
	Care	Science of the second of the s	i. Publicize system	ii Identify potential. clients

Primary Care Team dealing with the primary dealing with the primary dealing with the primary dealing with close Tradit Care Tr

				Roles &	Responsibilities		
Care	Client	Physician	Payor	Manager	Primary Care	Extended Care	System
Steps					Team	Team	
William of the state of			19 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1				
1. Select Client for	<ul> <li>◆ May inquire of Manager</li> </ul>	♥ Uses "Inclusion and Exclusion"*	♥ Uses "Inclusion and Exclusion"*	<ul> <li>Receives client recommendation</li> </ul>			
program	regarding program participation	criteria to evaluate client for program.	criteria to evaluate client for program.				
		<ul> <li>Calls.</li> <li>with client</li> </ul>	<ul> <li>Calls</li> <li>with client</li> </ul>				
		recommendation	recommendation.				
			♥ Coordinate with				
			hospital discharge planners				
2.	♥ Receive call from	>	♥ Receive	♥ Contact referred		The second secon	♥ Lists all clients
Manager contacts	manager and	notification of	notification of	client,			selected as potential
client and client	verbally agree to	client agreement	client agreement	<ul> <li>describe program</li> </ul>			clients.
sorrage to join	participate in the	to participate in	to participate in	elicit verbal			
agrees to Jour	program.	program	the	agreement to			<ul> <li>Lists clients who</li> </ul>
program	Schedule date for		program	participate			agree to participate.
	visit with.			▼ ask brief			
	manager			summary questions			♥ Lists clients who
				to determine if			do not agree to
				patient meets			participate
				inclusion criteria			
				<ul> <li>Notify payor &amp;</li> </ul>			
				MD, of client			
				agreement to			
				participate.			
				♦ Schedule date for viert with			
				olione			
				viiciii,			

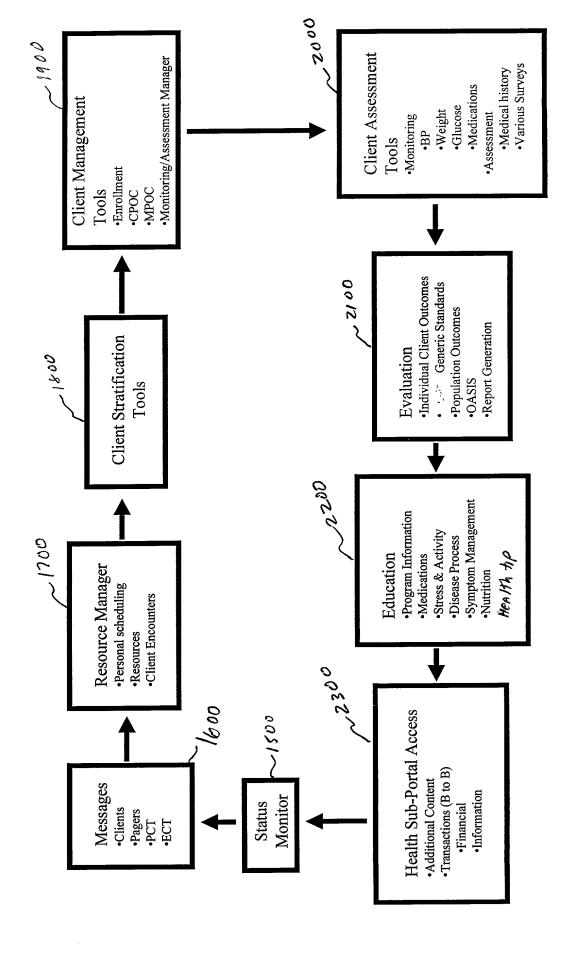
ng Hi	Exclusion Criteria read or 4. Younger than 18 sh years old
2. Deaf	<ol><li>Unwilling to have telephone.</li></ol>

nclusion		gnosis		future	_
Inclu	Criteria	1. Primary diagnosis	of CHF.	2. High risk of future	admissions

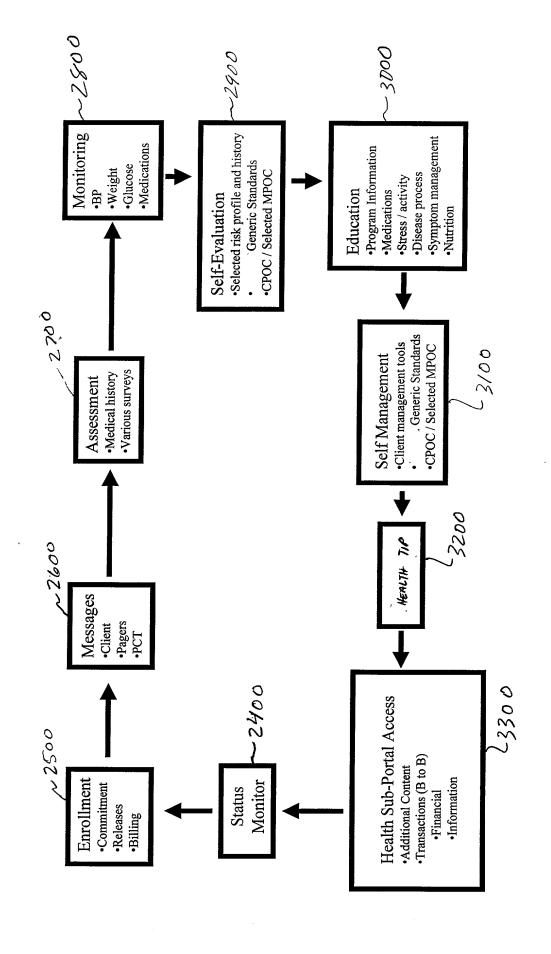
				Roles & Responsibilities			
Care Steps	Client	Physician	Payor	Manager	Primary Care Team	Extended Care	System
					Carry Carry		
3. Manager collects initial client data	Shares information required for initial enrollment			<ul> <li>Collocts demographic data for enrollment</li> <li>Enters initial data into *** _ system</li> </ul>			Receives inital data entry for enrollment/
4. Manager conducts client visit	Stays for     Manager visit.     Participates in visit by sharing accurate information	-		Receives client signatures on agreement to parteque and and information release bill of rights     Onducts client interview: and of a conducts client interview: and of a conducts client interview: and a conducts client interview: a conducts client interview: a sessenant physical, psychosocal, anvironment, risk flator assessment sets 36     Sets & instructs emergency plan     Orients client to system     Installs devices as needed.			Receives acknowledgement of - agreement to participate medical information release     Receives history, assessment and survey data.     Receives emergency plan     Receives emergency plan     Acknowledges link with client interactive devices, eg. BP, Scale, ECG
5 Manager contacts MD		Receives call from Manager     Shares important information re client		▼ Contacts primary and extended care MD's regarding client care ▼ Educates MD regard'., program as needed ▼ Conferences with MD re:		Receives call from Manager regarding client     Shares MPOC regarding comorbidities with Manager	▼ Receives entry of MPOC, assessment data, and data collection results ▼ Places information into appropriate format
6. Manager confirms & refines plans of care (CPOC & MPOC)		Recieves     MPOC from     Manager and signs     confirmation.     Communicates any     discrepancies		Based upon initial assessment data, data collection results and MPVC's for heart failure and cormorbidities, the ' ' Manager - forms the primary care team -create the clinical accounts associate conductor with Extended Chen Team -confinantion of prints formular of prints of care when CPOC into ' system senter CPOC into ' system but of the CPOC into ' system of the CPOC into ' Send MPOC & CPOC to MD for confirmation when the confirmation of the c			Receives completed encounter schedule     Confirms patient formulary with the Manager     Receives MFOC & CPOC from     Manager     Manager     Manager     Sends encounter schedule to client's web TV

				Roles &	Responsibilities		
Care Steps	Client	Physician	Payor	. Мападег	Primary Care Team	Extended Care	System
						A CALIF	
7. Manager coordinates Primary Care Team and tracks Extended Care Team	Participates in primary care team conferences as appropriate.	Notified of primary care team conferences     Participates     Participates     Participates     sabit, communicates concerns to Manager		Coordinates conferences with the dient's CPCs.     Track chapter in RPCs's at by a Track chapter in RPCs's at by extract chapter in RPCs's at by extracted cart chan members.     Communicates thanges to primary one team.     Confirms changes are addressed with the citent and entered propocity mito file.	Participates in regular team conferences about client's CPOC & MPOC.  A Advise regarding best CPOC for client.  • Constat client as needed regarding management issues entitrion management assues entitrion and clients.  • Conference of the confere	▼ Update  Lineager regarding danages in client MPOC concerning comorbidities	Roceive information recorded designing team conferences     Roceive data for updated CPOC & MPOCO CAPOCO (APOCO CAPOCO CAPO
7. Manager conducts clinical encounters in accordance with plan	▼ Prepares for regularly scheduled encounters with HOME Manager ▼ Participates in regularly scheduled encounters with HOME Manager			Follows dinical encounter schola and savings     Assessed citers physical, and psychosocial response			
7 Client executes Self Management and Self Education	Integrates MPOC & CPOC mto integrates MPOC & CPOC mto integrate or consistently we. Explores and follows self coluenton modules     Asks questions during regularly schooled encounters			Tracke client responses to self- education modular      Assesses for consistent miegration     CEPCE & MPOC and literayle     Answers question dumg encounters, family to maker a moralior, refer to the appropriate team member.      Responds as needed to     Responds as needed to     Responds as needed to     Neengant, 'ungart', or symptoms 'bf concorn', 'ungart', or symptoms 'bf concorn'.	Answer questions th. Manager is unable to answer. Respond to client in an effectent and effective manner.	w Answer client questions as appropriete, responding in an regilective and effection manner.	W Tracks ongoing client utilization of self cluestion modules  W Norlines ii Manager of client questions  W Metal. 'Manager of "emergant", 'urgent', or symptoms "of concern"
Monitors using system system	Inputs daily weight and blood pressure measurements, into pressure measurements, into pressure measurements, into present in puts a detinonal physicological data per MPOC, glucose, ECG weight of Learns which velues are normal and these outside desired imms     Vermplexe data surveys, SF36, food dany as needed	• Responds to "Janager in an effocient and effocient and effocitive manner preparding parameter coutside desired limits, as noceded		Tracke physiologous data from normal imme  • Contrast Mass appropriate with values outside normal imme  • Tracks survey data, SF-36, food datay, stress audit			Receives daily input of physiological discrete physiological discrete parameters.     Using profession of the profession of the profession of the profession of the parameter will be profession of the parameter will be profession of the profe

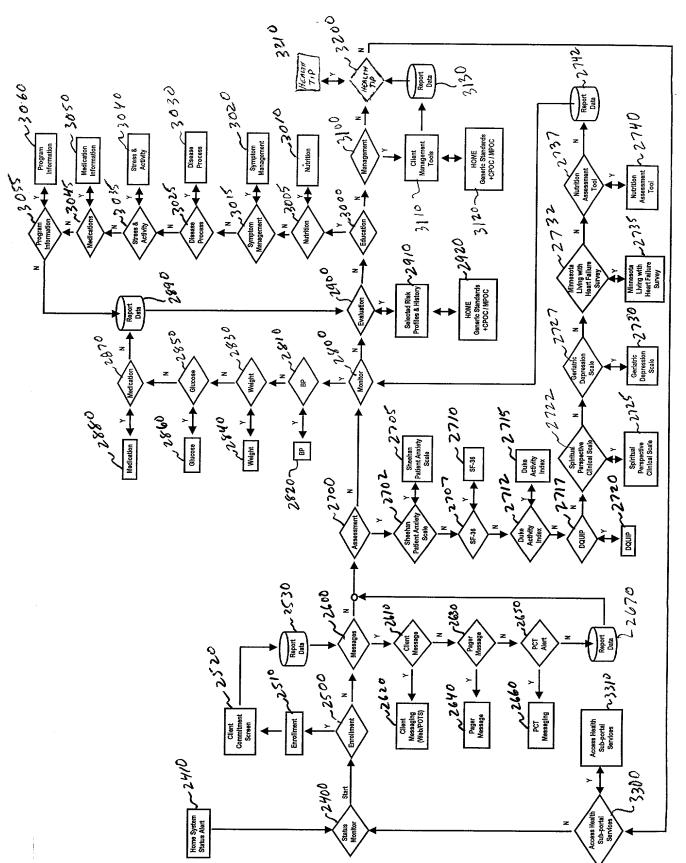
	Client		-				
		Physician	Payor	. Manager	Primary Care Team	Extended Care Team	, System
9 Manager evaluates outcomes versus expectations	Learns ongoing evaluation of personal response and outcomes to MPDC & CPOC.			Revnews client data regularly     Braltustes whether data is consistent with expected outcomes     Communicates with client regarding inconsistent outcomes			◆ Archives, surveys, or sends data/messages from client to .  Manager for evaluation
lc Analysis of aggregate, chincal & economic data across client perculations identify Svicen improvement opportunities				Braitutes aggregrate chmoal & economic data with data with standards of care—encounter protocols—CPOC tools     Suggests potentia, System and care unprovement opportunities	Evaluates aggregate data, climeal, & economic      Sugoento     System and care improvement opportunities	·	Sends aggregate data to
Manager communicates with princery and critical care team re Lient outcomes and refines plans	evaluation of personal response and outcomes to MPOC & CPOC	Receives call from Manager regarding chent outcomes     Modifies MPOC as		Coordinates primary care team conference regarding patient outcomes to AC Communicates client outcomes to AID       Collaborates on plan (CPOC & MPOC) refinement       Communicates with Extended Care Team regarding pertinent client outcomes and collaborates on plan refinement if appropriate	Partucipates in conference feveus of centernoceroses     Collaborates in CPOC modification	Receives call from Jahanger Lagraring pertunent client outcomes and refines MPOC as needed	Documents all clear specific communications     Receives MPOC & CPOC refinements from Manager
12 Marager reports on cluer: progress	Recenves client outcomes report from . System	Receives client outcomes report from System	▼ Receives member's aggregate renort	▼ Intriates outcomes report creation and sends to client, MD, primary care team and payor	Receives client outcomes report		Reminds,     Manager when     Motome's reports are due     Creates outcome reports per. Manager's request
6/ Manager confirms refined plans and educates the chent	▼ Receives new instruction on refined MPOC & CPOC	▼ Confirms refined MPOC		♥ Confirms and communicates refined MPOC & CPOC to client, MD, pnmary care team and extended care team	▼ Receives refined MPOC & CPOC	♥ Confirms refined MPOC	▼ Receives entry of refined MPOC & CPOC Into system



F16. 10



F16. 12



F16. 13